

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES (DSHS)
MEDICAL ASSISTANCE ADMINISTRATION (MAA)
OLYMPIA, WA**

To: All Providers
Regional Administrators
CSO Administrators

Memorandum No: 00-78 MAA
Issued: December 27, 2000
Supercedes: 99-05 MAA

From: James C. Wilson, Assistant Secretary
Medical Assistance Administration

For further information, call:
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Subject: Interpreter Services Program

Effective for dates of service on or after January 1, 2001, DSHS will cover spoken language interpreter services for DSHS clients, including MAA clients, through new contracts awarded by the General Administration (GA) to successful bidders.

Why does DSHS provide interpreter services?

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin by any entity that receives federal financial assistance. DSHS, through Title VI of the Civil Rights Act of 1964, RCW 74.04.025, other legal mandates, agreements, and department policies, provides equal access to department programs and services for all persons, including those with Limited English Proficiency (LEP).

Arranging for Interpreter Services

The contracts have been awarded on a regional basis and provide for spoken language interpreter services for medical services. Interpreters used for all Medical Assistance Administration (MAA) clients must be certified, qualified, or authorized by DSHS Language Interpreter Services & Translation (LIST) as medical interpreters. **See attached list of contractors by region.**

Required Documentation

Spoken language interpreters are required to bring an Appointment Scheduling and Confirmation Record, form number DSHS 17-123(X) (sample attached), to each interpreter service encounter. The interpreter and medical provider must complete their respective sections of the Appointment Scheduling and Confirmation Record (instructions for completion are located on the back of the form). Upon completion of the form, the medical provider must validate the statements made on the form by signing and dating the document. The medical provider must retain a copy of the completed and signed form for their records.

Note:

- ✓ The medical provider must request and schedule the interpreter through the contracted agency. If an individual interpreter schedules an interpreter services appointment, DSHS considers this a material breach of the contract, and denies payment. If payment has been made, DSHS considers it an overpayment.
- ✓ The medical provider must check the interpreter's picture identification **prior to the interpreter encounter.**
- ✓ Each request for an interpreter must be tied to a specific DSHS client appointment for an MAA-covered service. MAA does not pay for blocks of time.
- ✓ MAA does not pay for interpreting over the telephone.
- ✓ DSHS considers client or medical provider no-shows a cost of doing business for the GA-contracted interpreter agency.
- ✓ MAA will reimburse for mileage if the encounter is outside a 30-mile radius of the interpreter's place of business, home, or last appointment (whichever is the actual beginning point of departure to an appointment).

To obtain this numbered memorandum and/or attachments electronically, go to MAA's website: <http://maa.dshs.wa.gov> (click on Numbered Memorandums, Year 2000).

Listed below, by region, are the names, telephone numbers, fax numbers, and hourly rates for each interpreter agency serving MAA clients, effective January 1, 2001. Interpreter agencies will be reimbursed for interpreter services provided for MAA clients only in the regions that they have been awarded a contract.

REGION 1

Adams, Chelan, Douglas, Ferry, Grant, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens, and Whitman counties.

| Name | Telephone # | Fax # | Hourly Rate |
|----------------------------------|---------------------------------|---------------------------------|--------------------|
| Columbia Language Services, Inc. | 360-896-3881 ext 18 | 360-894-4074 | \$36.00 |
| Merino Language Link | 800-798-5144 | 800-513-7273 | \$39.00 |
| Universal Language Service, Inc. | 206-333-0288 or 888-462-0500 | 206-233-0866 or 877-516-4347 | \$33.60 |

REGION 2

Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla, and Yakima counties.

| Name | Telephone # | Fax # | Hourly Rate |
|----------------------------------|---------------------------------|---------------------------------|--------------------|
| Columbia Language Services, Inc. | 360-896-3881 ext 18 | 360-894-4074 | \$36.00 |
| Merino Language Link | 800-798-5144 | 800-513-7273 | \$36.00 |
| Universal Language Service, Inc. | 206-333-0288 or 888-462-0500 | 206-233-0866 or 877-516-4347 | \$33.60 |

REGION 3

Island, San Juan, Skagit, Snohomish, and Whatcom counties.

| Name | Telephone # | Fax # | Hourly Rate |
|------------------------------------|---------------------------------|---------------------------------|--------------------|
| Dynamic Language Center, LTD | 206-244-6709 | 206-243-3795 | \$37.00 |
| Foreign Language Specialists, Inc. | 206-824-1335 or 425-369-3096 | 425-369-3098 | \$36.00 |
| Merino Language Link | 800-806-8089 | 206-870-8272 | \$37.00 |
| Polylang Translation Services | 425-455-5158 | 425-455-4946 | \$35.00 |
| The Language Connection L.L.C. | 425-277-9045 | 425-277-0065 | \$37.00 |
| The Language Exchange | 360-755-9910 | 360-755-9919 | \$37.25 |
| Universal Language Service, Inc. | 206-333-0288 or 888-462-0500 | 206-233-0866 or 877-516-4347 | \$35.60 |

REGION 4

King county

| Name | Telephone # | Fax # | Hourly Rate |
|-------------------------------------|---------------------------------|---------------------------------|--------------------|
| Cross Cultural Communications, Inc. | 253-272-5258 | 253-272-8524 | \$34.00 |
| Dynamic Language Center, LTD | 206-244-6709 | 206-243-3795 | \$37.00 |
| Foreign Language Specialists, Inc. | 206-824-1335 or 425-369-3096 | 425-369-3098 | \$35.00 |
| Merino Language Link | 800-806-8089 | 206-870-8272 | \$38.00 |
| Polylang Translation Services | 425-455-5158 | 425-455-4946 | \$35.00 |
| The Language Connection L.L.C. | 425-277-9045 | 425-277-0065 | \$35.00 |
| Universal Language Service, Inc. | 206-333-0288 or 888-462-0500 | 206-233-0866 or 877-516-4347 | \$35.60 |

REGION 5

Kitsap and Pierce counties.

| Name | Telephone # | Fax # | Hourly Rate |
|-------------------------------------|---------------------------------|---------------------------------|--------------------|
| Cross Cultural Communications, Inc. | 253-272-5258 | 253-272-8524 | \$35.00 |
| Dynamic Language Center, LTD | 206-244-6709 | 206-243-3795 | \$37.00 |
| Foreign Language Specialists, Inc. | 206-824-1335 or 425-369-3096 | 425-369-3098 | \$36.00 |
| Merino Language Link | 800-806-8089 | 206-870-8272 | \$37.00 |
| Polylang Translation Services | 425-455-5158 | 425-455-4946 | \$35.00 |
| Universal Language Service, Inc. | 206-333-0288 or 888-462-0500 | 206-233-0866 or 877-516-4347 | \$35.60 |

REGION 6

Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Klickitat, Lewis, Mason, Pacific,
 Skamania, Thurston and Wahkiakum counties.

| Name | Telephone # | Fax # | Hourly Rate |
|-------------------------------------|---------------------------------|---------------------------------|--------------------|
| Columbia Language Services, Inc. | 360-896-3881 ext 18 | 360-894-4074 | \$35.00 |
| Cross Cultural Communications, Inc. | 253-272-5258 | 253-272-8524 | \$36.00 |
| Merino Language Link | 800-798-5144 | 800-513-7273 | \$37.00 |
| Universal Language Service, Inc. | 206-333-0288 or 888-462-0500 | 206-233-0866 or 877-516-4347 | \$33.60 |

Appointment Scheduling and Confirmation Record

Click on the link below, then find DSHS 17-123(X):

<http://www.wa.gov/dshs/dshsforms/forms/eforms.html>

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Appointment Scheduling and
Confirmation Record

(Instructions)